

THE TRANSFORMER

**HQ USAF, DIRECTOR OF
TRANSPORTATION
BRIGADIER GENERAL
MIKOLAJCIK**

Welcome again to another issue of *The Transformer*. This newsletter continues to be a primary method for "getting the news" out to transporters all around the globe. Your support, through contributions of articles on quality initiatives, makes this a powerful tool for transportation professionals everywhere.

Our distribution process is constantly changing. We continually get requests for organizations to be added to our distribution lists, both E-mail and facsimile. We have also added *The Transformer* to the Air Force Quality Institute Bulletin Board in Word 2.0, Replica, and plain text formats. And, beginning with this issue, we are on the information super-highway with our own Internet Home Page, where the current issue, and back issues, are available to you. All of these initiatives are in place to ensure that transportation information gets to you wherever you are. Please continue to support this publication and feel free to



suggest ways we can improve it.

PURPOSE

The purpose of *The Transformer* is to provide all Air Force transporters a chance to see what their counterparts are doing in the quality arena. It is a product of an Air Force Wide Transportation Process Action Team whose mission was to find a way to communicate quality crosstell information to all transporters. This service is only one part of a three-part process to gather crosstell and then pass it on to all transportation organizations and units. We encourage you make copies of each issue and pass them on to all personnel in your unit. *The Transformer* is distributed on a quarterly basis. If your unit personnel would like to



contribute, please contact your organization or MAJCOM POC (MAJCOM POCs are listed at the end of this document). **If you have a good idea, share it!**

**"A GREAT WAY OF SHARING
QUALITY CROSSTELL
INFORMATION"**

AERIAL PORT OPERATIONS

Airport Floor Plans For Port Calls. Every time we set-up a port call we include the floor plan of the international airport where they will be departing out of. A copy of the floor plan is obtained from the current Official Airline Guide (OAG) - Business travel planner. We also identify the departing terminal so the customer can mark it on their map.

The Transportation Passenger section has reduced the confusion in our customers trying to find departure gates for AMC contracted flights, thus allowing them to meet given show times. The maps are an excellent pre-planning tool for the customer as well.

Customer Key Tags. The key tags have the statement "YOU'RE NUMBER 1 WITH US" and display the mobile maintenance cellular phone

number and vehicle ops standby number for immediate service at anytime.

The customer key tag program has been a success for both Vehicle Maintenance and Vehicle Operations. Customers feel we are going the extra step for them. The key tag provides TDY personnel who are unfamiliar with the base a phone number for assistance if their U-Drive-It vehicle breaks down.

POC: SrA Tomas E. Huizar,
49TRNS/LGTTM,
Holloman AFB NM (ACC).
DSN: 867-7288.

VEHICLE MAINTENANCE

Coolant Recovery Kits.

Coolant recovery kits are being installed on 28 A/S 32R-11 Oshkosh Refuelers, this will prevent anti-freeze from being discharged onto the vehicle exhaust system and the ground when it expands beyond the capacity of the coolant system in extremely hot weather operations. This will prevent EPA violation, damage to the paint on the muffler and refilling of the radiator almost daily. The kit costs \$14.62 and takes approximately 1 hour to install and will not interfere in any way with the normal operation. Note: This article is a result of an approved Luke AFB suggestion. Anyone adopting it should complete an

AF Form 1001-1 and forward it to:

56 FW/MOP
7383 N. Litchfield Rd
Luke AFB AZ, 85309-1534.
Reference Luke 95-0036

POC: Lt Steve Hastedt
56 TRNS
Luke AFB, AZ (AETC)
DSN: 896-3051

Helpful Paint Tip. To avoid paint from being chipped off the cab of A/S 32R-11s by the metal part of the hood latch, a 2 1/2" x 5" piece of self adhesive body side molding was applied to the bottom of the cab just in front of the door. The cost is less than \$1.00 per vehicle and takes less than 5 minutes per vehicle to cut and install the molding. This eliminates the need to repair chipped paint and corrosion. POC:

Lt Steve Hastedt
56 TRNS
Luke AFB, AZ (AETC)
DSN: 896-3051

Contingency Vehicle Maintenance. The Vehicle Maintenance section created a vehicle maintenance function to provide immediate service during Phase II exercises. Maintenance set up three mobile maintenance teams using the existing mobile maintenance truck, the fire truck maintenance mobile maintenance vehicle, and a wrecker. Teams are made up of personnel with different

areas of expertise. Each vehicle has a clipboard listing all pertinent information such as chemical and UXO identification, mobile maintenance logs (AF Form 1827), events log, and maps with primary and alternate base routes. The base maps are color-coded to show the areas of team coverage. The Transportation Control Center (TCC) monitors the location of each team to ensure coverage is provided at all times. Also, mechanics are strategically placed, such as refueling mechanics near the refuelers and the flightline.

The teams are dispersed and stay in radio contact with the TCC. This process provides excellent response times and dispenses mechanics throughout the exercise area. No one attack can take out the entire maintenance team.

POC: SSgt Anthony A. Aubrey,
49TRNS
Holloman AFB NM (ACC).
DSN: 867-5528.

Jp-8 Fuel Recovery. In our refueling maintenance element we have instituted a 100% fuel recovery program to reintroduce all jet fuel (JP-8) back into the supply system once it has been recovered from refueling vehicles which need to be drained for maintenance. To make sure that we recover all of the fuel we built a fuel recovery pan in

our allied trades element which cost about \$800. It is made of aluminum and measures 8' L X 6' W X 9" D and can hold up to 200 gallons of fuel. It is mounted on four swivel wheels

I M P A C T: Reduced environmental problem potential.

POC: Capt Heath,
97 TRNS/LGTM
Altus AFB OK (AETC)
DSN: 866-7782

Customer Call-Back Survey. We created this survey to enhance our customer feedback process and to provide additional information received through written survey forms. By reviewing information from the traditional type of survey, we discovered that we received very little feedback from our customers, about .001 percent. Also, the comments went from one extreme to the other, excellent or poor. The survey is quick and easy, it's only four questions and takes about 30 minutes twice a week. The telephone survey asks three questions and asks the customer to rate their service as poor, satisfactory, good, very good or outstanding. The fourth question is for comments.

1. Sir/Ma'am, how would you rate the timeliness of

maintenance performed on your vehicle?

2. Sir/Ma'am, how would you rate the quality of maintenance performed on your vehicle?

3. Sir/Ma'am, how were you treated when you turned-in/picked-up your vehicle?

4. Sir/Ma'am, do you have any additional comments or questions for us?

By using the call-back survey, we contact an average of 10 customers per week and receive guaranteed feedback. At the end of each month, results are forwarded to the Vehicle Maintenance Manager for review. We apply the feedback to our processes to enhance our customer service and support.

POC: SSgt Anthony A. Aubrey
49TRNS
Holloman AFB NM (ACC)
DSN: 867-5528.

NOTE: You can see and download the actual customer call back survey on *The TransFormer* internet home page or by using the Quality Institute bulletin board. If you would like a faxed copy of the form, you can contact the POC or Crostell Program Manager.

NEW PRODUCTS

Solar Battery Rejuvenator. This product is designed to rejuvenate 12/24 VDC lead acid batteries; will indefinitely extend the life cycle of new

batteries or rejuvenate old and/or idle batteries, literally bringing them back to life.

Large Battery Enhancement Device. An electronic device that attaches to the battery charger for 12 VDC thru 72 VDC electric powered vehicles and equipment. Designed to increase the available power of the battery; reduce charging time; extend battery life; eliminate sulfate build-up and prevent sulfate accumulation in the battery; reduce maintenance costs; defer battery replacement; and eliminate much equipment downtime

Parts Washer Filter System. These systems are designed to remove particulate contamination of less than 0.5 microns in size.

Artificial Chamois. This item absorbs moisture three times faster than standard chamois; resists ammonia, detergents, etc., and is unharmed by grease, oils, or solvents.

Truck Transmission Jack. Has a lift saddle that lowers to 3 1/2" and raises to a height of 40" with a side tilt of 9 degrees. Designed to handle all heavy duty transmission assemblies within the 3000 lbs lifting capacity.

Fluid Drain System. Allows extracting hot engine oil through the dipstick tube or draining it into a drain basin

which can be raised on support arms or placed under a vehicle located on the floor.

Cooling System Pressure Tester. This tool is designed to hold in engine coolant even when hoses, pipe plugs, sensors, and valves are removed for replacement or repair.

Adhesive Backed Decal Removal Disc. Because the discs are flexible and have no sharp edges, they will not damage underlying paint, plus they are faster and cleaner to use than solvent or chemical adhesive removers.

Paint Thinner Recycler. It has a capacity for 7.5 gallons of fluid; an average processing time of 90 minutes; provides complete separation of the original solvents from the various contaminating items (paints, ink, resins, etc.), thus allowing indefinite re-use of the thinner and easier disposal of the waste.

Magnetic Retrieval Tool. The tool is 20" long; has a vinyl outer tube, that is fully flexible, that encases a vinyl outer spine wire that runs the total length of the outer tube. This wire has a neodymium magnet at one end that can be retracted up into the outer tube end to allow the user to put the magnet into a metal cavity and not have it become attached to the sides before reaching the objective. Once

the item to be retrieved is located, a push on a button at the top end exposes the magnet and allows the item to be pulled out.

NOTE:

If you want additional information on these products, complete descriptions and ordering information is available from numerous sources. You can check out *The TransFormer* internet home page, the Quality Institute BBS, or call AFMC-LSO/LOTPM, Eglin AFB, DSN 872-4217.

VEHICLE OPERATIONS

Donations Requested. We are anticipating our move into the new logistics training building at Lackland AFB in Jan 96. Our new facility will increase student productivity and real world scenarios with the addition of our own C-130 aircraft. Additionally, CAPS II has been up and running almost 6 months and has truly expanded our students' preparation for the field. If you are in the area, stop by and have a look around at our new training facility!

With the move into the new building, we want to make an air transportation exhibit for our students. Since you will be the end result of our product, we want our students to get a "feel" for where they're headed in the air transportation

career field. If you have unit emblems, patches, stickers, posters, or anything else that could be donated to display your unit and increase our students enthusiasm, it would be greatly appreciated. Please send items to:

345 TRS/TTTA
1000 Femoyer Street
Lackland AFB TX 78236-5422

TRAFFIC MANAGEMENT

Storage-In-Transit Reduction. Reduction of Storage-in-Transit (SIT) is a concern of all TMOs and is now a quality indicator for AETC bases. At Altus AFB, OK we are currently experiencing a high percentage of SIT due to a shortage of housing. We have noted that some required delivery dates are not established to coincide with the arrival of the member. We would like to remind all TMO Personal Property Shipping Offices that the transit time guide provided in DODR 4500-34, Appendix M, N, and O is merely a guide and that RDD should be based upon individual requirements taking into consideration such things as leave enroute and the availability.

IMPACT: Reducing SIT costs

POC: Mr Harvey Rich
97 TRNS/LGTTH Altus AFB OK
(AETC)
DSN: 8667-6832

Cargo Movement Piece Count. In an effort to recognize the integrity embedded in the integrated logistics processes, and to reduce unnecessary workload, Air Force transportation policy now permits the TMO freight in checker to accept originating base supply materiel for shipment as documented. A piece count is now required only for materiel that is classified, hazardous, pilferable, hi-value, 999/NMCS/MICAP, or when it is obvious that the count is different than that documented. (Ref: HQ USAF/LGTT Msg 171600Z May 95)

POC Mr. Tom Spade
HQAFL/LGTT
DSN 227-5896

Movement of Classified Shipments via GSA Contract Carrier. SECRET and CONFIDENTIAL freight shipments may be moved within CONUS via the GSA contract small package express carrier, provided that the restrictions and processes contained in HQUSAF/LGT message 051600Z May 95 are STRICTLY complied with.

POC Mr. Tom Spade
HQAFL/LGTT
DSN 227-5896.

Dash-2 Replacement Program. What! I can't use the -2 to ship my hazards any

more . . . What am I going to do? Since AFJMAN 24-204 changes the DD Form 1387-2 to the Shipper's Declaration For Dangerous Goods Form, many of you are probably asking that very question. Well, don't fret. The Air Force Logistics Management Agency created the Shipper's Certification Program (SCP) to accommodate the new form. SCP replaces the old -2 Plus program and has many new features. How do you get yours? The Agency is currently sending the program to all Transportation units (active, reserve, and guard), Log Plans shops, and Munitions shops.

POC: Capt Jim Toler
AFLMA/LGT
DSN 596-4464.

Transportation Manager's Handbook. The Air Force Logistics Management Agency recently updated the handbook with the assistance of the staffs at HQs AETC, ACC, AFMC and AMC. We reformatted the handbook using Information Mapping methodology. This is a handy style of writing that presents the material in a manner which is easier to read.

We're sure those of you who read the 1984 or 1988 editions will be pleased with this new format. We've updated the material, the AFIs, and included typical organization charts for each functional area. We expect to have the

handbooks back from the printers around the 7th of April 95. We will make distribution to all Air Force transportation units (active, reserve and guard) as soon as we receive the books. Distribution will consist of one hardcopy handbook along with one 3 1/2 floppy disk to each unit. The disk files are in Word 6 format. We urge you to freely copy the disk and make it available to all of your Officers, Senior NCOs, and civilian supervisors.

If you do not have Word 6 but have access to Windows, contact us and we will send you a Word viewer which allows viewing and printing all Word version documents.

POC: Capt Jim Toler,
AFLMA/LGT
DSN 596-4464.

NOTE:

The Word Viewer may also be downloaded from the Transportation BBS. The file name is WORDVU.EXE.

COMBAT READINESS & RESOURCES

Interested in Becoming an Instructor? Do you want to make a bigger impact on your career field? If so, we are always looking for highly motivated individuals to become instructors. If you are a SrA or above, have an associates degree, and want a challenge, go to your Military

Personnel Flight (MPF) and apply for instructor duty. Have any questions about this exciting opportunity? Call our Course/Instructor supervisor for your specific career field:

Air Transportation Hazardous Materials:

MSgt Ramirez
DSN 473-4917/4910

Automotive Special Vehicles/Fire Truck
MSgt Caballero
DSN 473-1818

General Purpose
MSgt Preciado
DSN 473-1815

Special Purpose Equipment
MSgt Smith
DSN 473-4920

Maintenance Control Analysis
MSgt (Sel) Gonyea
DSN 473-1817

Traffic Management
MSgt Jenkins
DSN 473-4245/1825

Vehicle Operations
MSgt Vega
DSN 473-4936/7

World Wide Transportation Directory.

WE NEED YOUR HELP! One of the primary methods to distribute *The TransFormer* is via E-mail, and we use the World Wide Transportation Directory (WWTD) as our source to update our E-mail list. If you change, add, or delete an E-mail listing for a Transportation function, be sure to send those changes to the POC for the WWTD. This will not only make the distribution of this publication easier, it will also make your

E-mail address available to all transportation units around the globe.

POC: GM14 Andrew E. Figueroa

E-mail:

figueroa@wpdis01.wpafb.af.mil

PUBLISHER

The office responsible for the management of the crosstell program is USAF/LGT with delegation to the Joint Personal Property Shipping Office-San Antonio, Texas (JPPSO-SAT). Your crosstell inputs for this issue are greatly appreciated. The crosstell manager is Capt Richard Schrauth, at DSN 954-7283 or commercial (210) 821-7283. Also, you may reach him by dialing 1-800-599-7709, dial 1 (if you have a touch tone phone) then 7283. The FAX number is DSN 954-7294/7296 or commercial (210) 821-7294/7296.

HOW TO SUBMIT ARTICLES

As an invitation for all organizations, you are urged to continue submitting inputs through your MAJCOM POCs for *THE TRANSFORMER*, a product of the Air Force Director of Transportation's Quality Crosstell Program.

The crosstell can be a quality initiative, better ways, lessons learned, PAT results, etc.

Crosstell may be submitted in several ways: (1) A PerformPro Software application file of the same format which can be downloaded from the Air Force Quality Institute's Bulletin Board Service Transportation Crosstell Conference File section. You can also get a copy by contacting your MAJCOM POC. (2) A simple fax or e-mail explaining your crosstell. The crosstell you originate has to be an action that has had some results, positive or negative. Once you complete the crosstell form (hard or electronic copy), contact your MAJCOM POC for further directions. We encourage your participation and ask that you make copies of the "*The TransFormer*" and the Transportation Crosstell Form and distribute them throughout your unit.

**HOW CAN I GET
THE TRANSFORMER?**

The TransFormer is distributed by many means. We currently have a fax list of over 500 numbers, an extensive e-mail directory, post three different versions (Word 2.0, Replica, and plain text) to the Quality Institute BBS, and now we are on the information super-highway with our own Internet Home Page.

If you are not receiving a copy through one of these sources, contact one of the USAF Transportation Crosstell Program Managers listed on the last page.

MAJCOM TRANSPORTATION CROSSTELL POCS

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BBS AND INTERNET

We currently post *The TransFormer* on the Air Force Quality Institute BBS and an Internet Page via the Randolph web server. We have included phone numbers for other BBS that post transportation information.

Air Force Quality Institute BBS
DSN: 493-5802

The TransFormer Home Page
www.aetc.af.mil/AETC-Bases/randolph/transformer

Other USAF BBS and Internet

Gunter AFB BBS
DSN: 596-5682

Randolph AFB Internet Home Page
www.aetc.af.mil

Air Force Quality Institute
www.au.af.mil/au/afqi/afqihome.htm